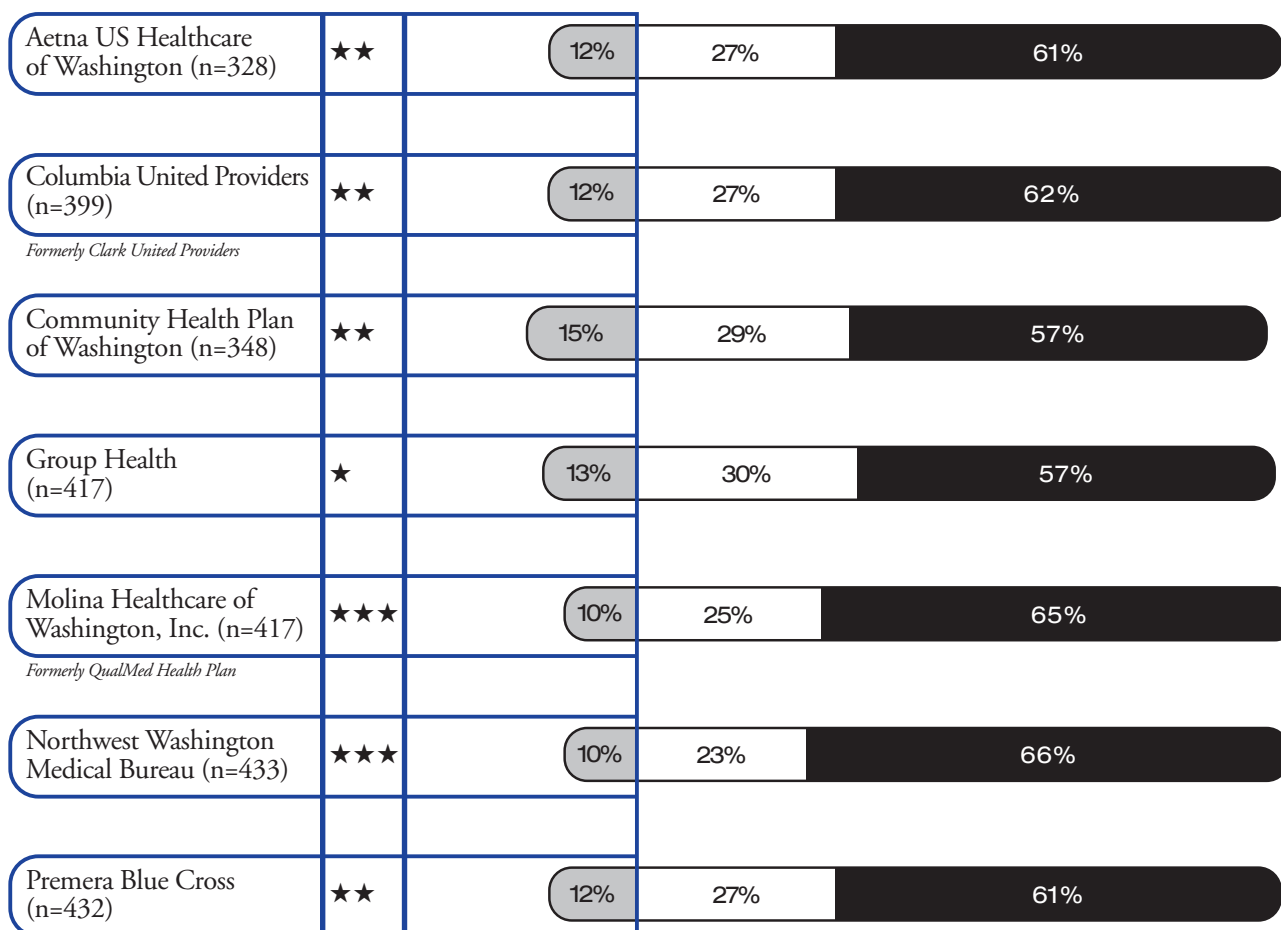
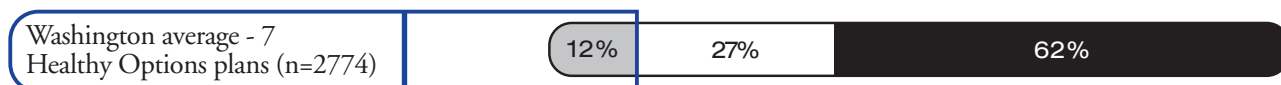
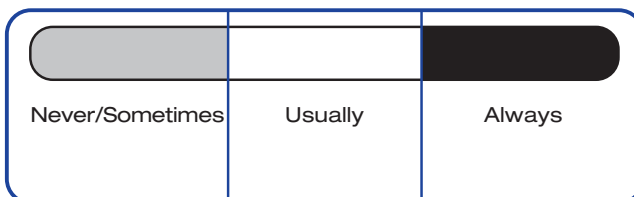


How Well Doctors Communicate

This chart summarizes the responses to survey questions 34, 36, 38, 40, and 41 contained in the composite, “How Well Doctors Communicate.” Individual question-level responses immediately follow.



★★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



NOTE: Survey results presented in this report are based on the 2000 “My Child’s Health Care” CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see “Analysis” section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The “stars” represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request “Detailed Methodology” for additional information.)

All Children

Core CAHPS Questions

Question 34

How Well Doctors Communicate

Q34. "In the last 6 months, how often did your child's doctors or other health plan providers listen carefully to you?"

Washington average - 7
Healthy Options plans (n=2721)

9%

25%

66%

Aetna US Healthcare
of Washington (n=323)

★★

11%

25%

64%

Columbia United Providers
(n=391)

★★

10%

25%

65%

Formerly Clark United Providers

Community Health Plan
of Washington (n=344)

★★

10%

28%

62%

Group Health
(n=403)

★

10%

29%

61%

Molina Healthcare of
Washington, Inc. (n=410)

★★★

7%

23%

70%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=425)

★★★

6%

23%

71%

Premiera Blue Cross
(n=425)

★★

9%

24%

67%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



Usually

Always

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How Well Doctors Communicate

Q36. "In the last 6 months, how often did your child's doctors or other health providers explain things in a way you could understand?"

Washington average - 7
Healthy Options plans (n=2735)

9%

21%

71%

Aetna US Healthcare
of Washington (n=322)

★★

10%

20%

70%

Columbia United Providers
(n=395)

★★

7%

21%

72%

Formerly Clark United Providers

Community Health Plan
of Washington (n=344)

★★

11%

27%

63%

Group Health
(n=406)

★★

9%

22%

69%

Molina Healthcare of
Washington, Inc. (n=412)

★★★

7%

18%

75%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=426)

★★

9%

16%

76%

Premera Blue Cross
(n=430)

★★

10%

20%

69%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.



Never/Sometimes

Usually

Always

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All Children

Core CAHPS Questions

Question 38

How Well Doctors Communicate

Q38. "In the last 6 months, how often did your child's doctors or other health providers show respect for what you had to say?"

Washington average - 7
Healthy Options plans (n=2715)

9%

24%

67%

Aetna US Healthcare
of Washington (n=323)

★★

11%

23%

66%

Columbia United Providers
(n=390)

★★

10%

24%

66%

Formerly Clark United Providers

Community Health Plan
of Washington (n=341)

★★

11%

25%

64%

Group Health
(n=404)

★

11%

28%

61%

Molina Healthcare of
Washington, Inc. (n=411)

★★★

7%

23%

70%

Formerly QualMed Health Plan

Northwest Washington
Medical Bureau (n=421)

★★★

7%

21%

72%

Premiera Blue Cross
(n=425)

★★

9%

22%

69%

★★★

Statistically better than Washington
average of 7 Healthy Options plans.

★★

Not statistically different than
Washington average of 7 Healthy
Options plans.

★

Statistically worse than Washington
average of 7 Healthy Options plans.

Never/Sometimes

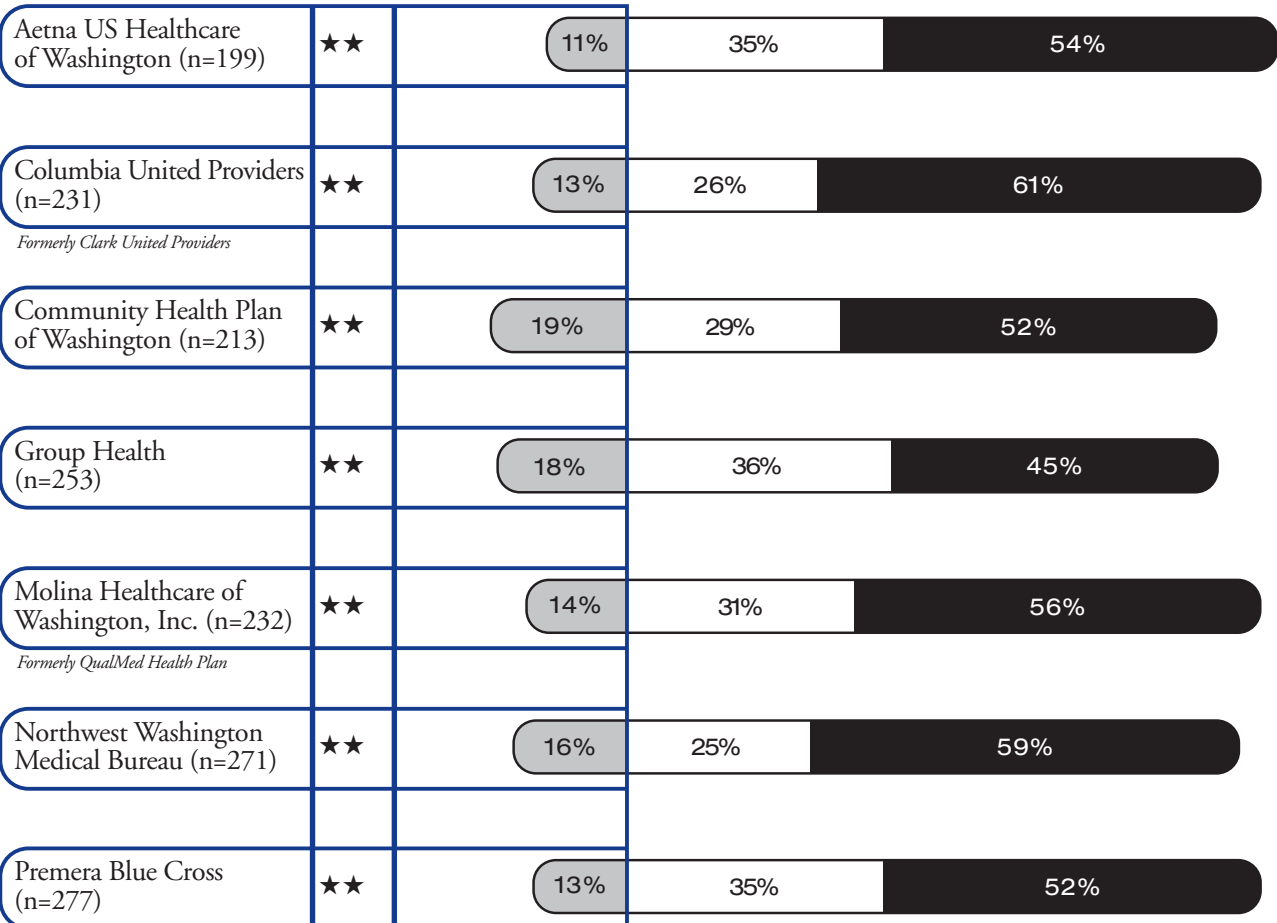
Usually

Always

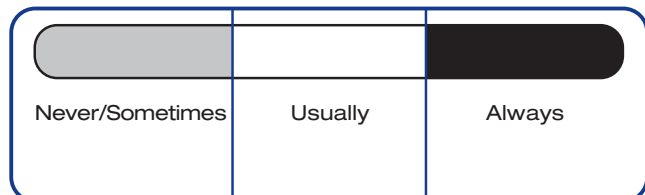
NOTE: Survey results presented in this report are based on the 2000 "My Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. The sum of the percentages may not be 100% (see "Analysis" section). To guard against inappropriate interpretation, plans with fewer than 85 responses for a single survey item do not receive a bar or a star. Percentages less than 6% are not displayed. The bar graphs show the unadjusted proportions for each response category by health plan. The "stars" represent the results of statistical tests that compared health plans adjusting for age, education, and health status. To account for the sampling methodology, both bars and stars are weighted to reflect the eligible Medicaid child population. (Request "Detailed Methodology" for additional information.)

How Well Doctors Communicate

Q40. "In the last 6 months, how often did doctors or other health providers explain things in a way your child could understand?"



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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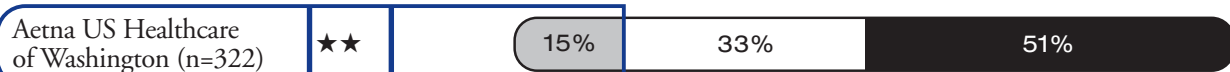
All Children

Core CAHPS Questions

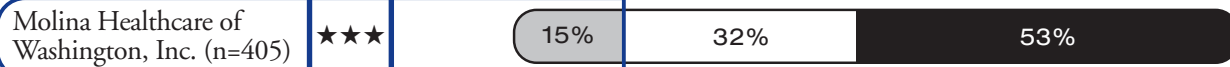
Question 41

How Well Doctors Communicate

Q41. "In the last 6 months, how often did doctors or other health providers spend enough time with your child?"



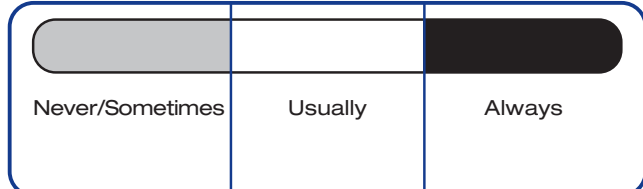
Formerly Clark United Providers



Formerly QualMed Health Plan



★★★	Statistically better than Washington average of 7 Healthy Options plans.
★★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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